# thermaltake

# TOUGHDESK 300 RGB

Assembly & User Manual

## Important information
### Please read this manual carefully.

- This document contains all relevant safety regulations. Any non-conforming use may result in personal injury or mechanical damage.
- Please read this operation manual carefully before use. The manual provides a lot of important information about the safety, use, assembly and subsequent maintenance of the lifting table; it can avoid many unnecessary injuries.
- If this desk is sold, please provide this manual to the buyer.
- Do not sit or stand on the desk. Do not crawl or lie under the desk.
- Failure to comply with or ignore any safety requirements, assembly instructions, user operations and related warnings may result in serious personal injury or mechanical damage. Please operate and before assembly, I really understand the relevant regulations. This product is not a toy. Please be careful.
- Ensure that you have received all parts according to the component checklist prior to installation. If any parts are missing or faulty, telephone your local distributor for a replacement.
- This product is not intended for use by young children without supervision.
- This product contains small items that could be a choking hazard if swallowed. Keep these items away from children.
- This product is intended for indoor use only. Using this product outdoors could lead to product failure and personal injury.
- This product can be used by children from 8 years old (supervised) to Adult. Users with disabilities or lack of experience and operating knowledge should be supervised and given careful instruction prior to using this product. The desktop should never be sat on and children should be prohibited from having unsupervised contact with the product.
- Cleaning and user maintenance shall not be made by children without supervision.

**Do not over tighten screws during installation.**

**CAUTION**
Please place the product away from corrosive gas, water and dusty environment. Alteration or modding of any factory components outlined in the checklist will automatically void your warranty.

**USE & LIABILITY**
This product is intended for indoor use only. Using this product outdoors could lead to product failure and personal injury.
The height adjustable desk is designed for indoor use and dry work areas only. The desk height is adjustable so that it can be positioned at the most suitable height. Any other use is at user's risk. Under no circumstances does the manufacturer accept warranty claims or liability claims for damages caused from improper use or handing of the desk.
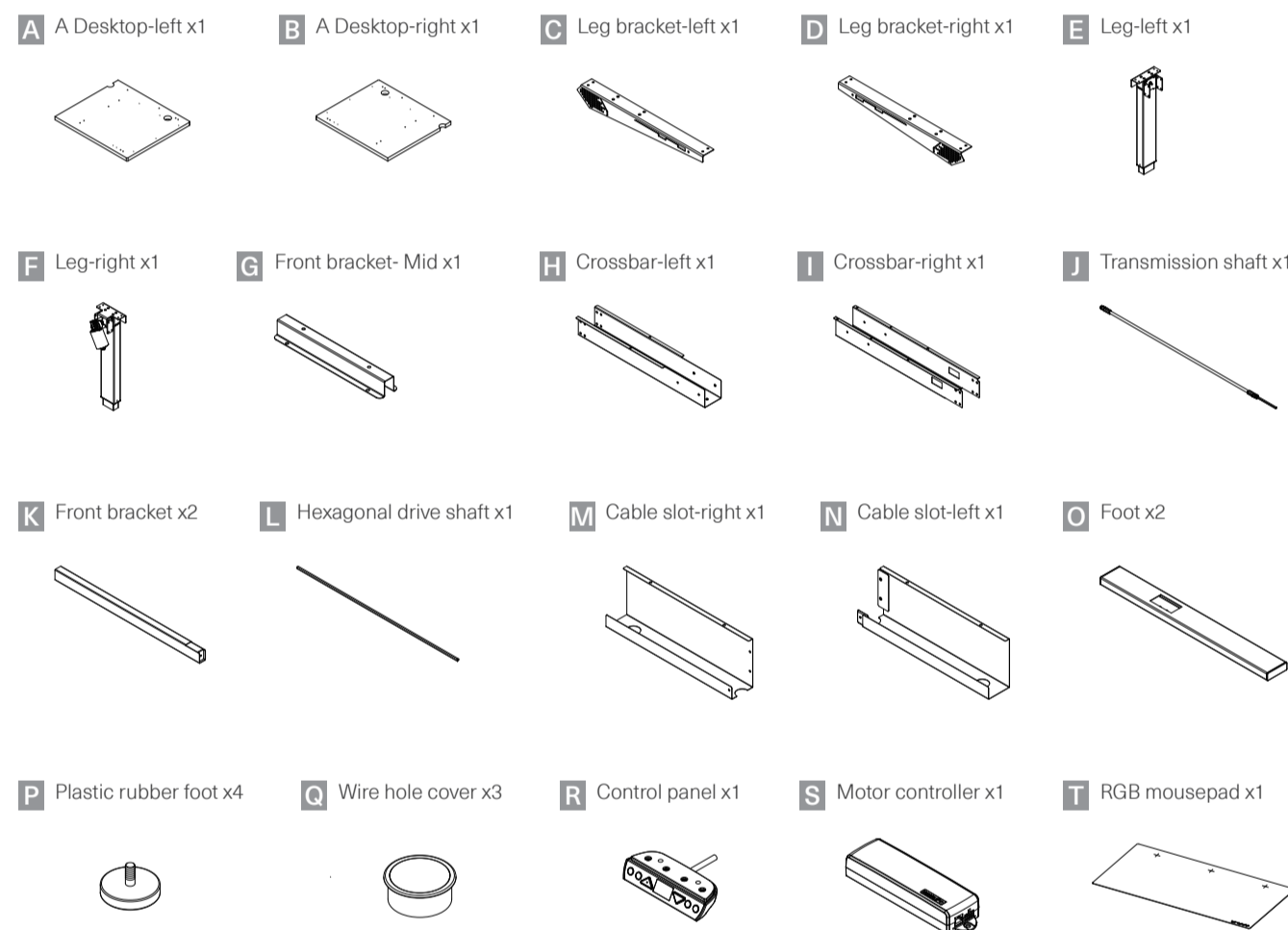
## SPECIFICATION

| Motor | |
|---|---|
| Voltage | Input 110-240V, 50/60Hz, 1.5A<br>Output 29V, 2.5A |
| Speed | 49 RPM (+/-5%) |
| Motor | Single motor with two-stage lifting system |
| Duty Cycle | 10%. Max 2 mins on / 18 mins off. |
| Torque | 16 Nm |
| Safety certifications | Motor: CE/UL/TUV<br>Power cord:CE |
| Controller | Standard 2-Button and Memory 4-Button |

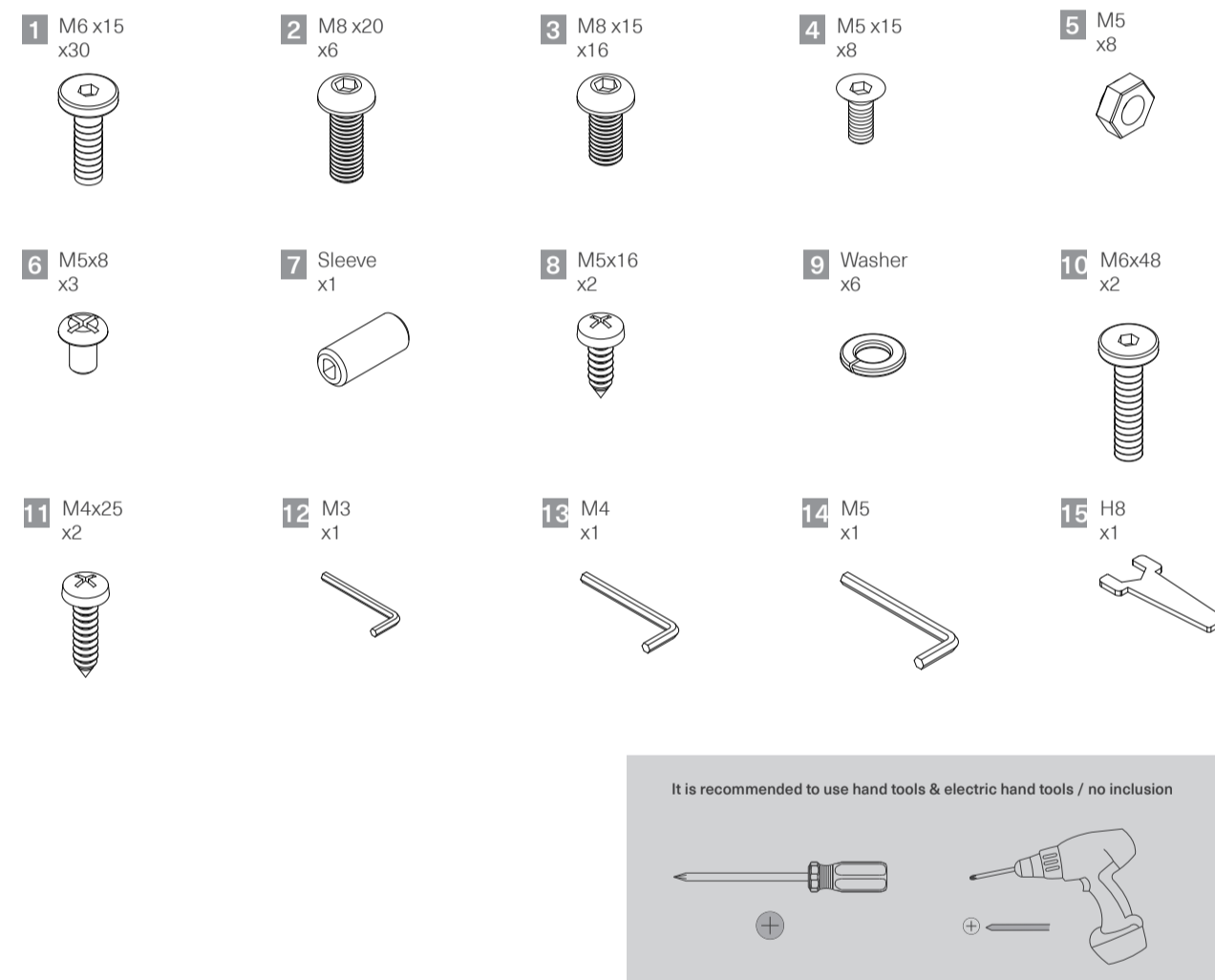| Frame | |
|---|---|
| Size | 160cm(L)x 80cm(W)<br>62.99"(L)x 31.49"(W) |
| Height range | 70cm~110cm<br>27.5"~43.3" |
| Foot Size | 68cm(L)x 6cm(W)x 7.5cm(H)<br>26.7"(L)x 2.3"(W)x 2.9"(H) |
| Max Load | 150 kg/330 lb |
| Material | Steel-constructed frame for max stability |
| Cable Management | Yes |

## SPECIFICATION

| Desktop | |
|---|---|
| Size | 160cm(L)x 80cm(W)<br>62.99"(L)x 31.49"(W) |
| Desktop Thickness | 2.5cm/ 0.98" |
| Max Desktop Sypport | Up to super tower chassis(Dimension:27.2" x 13.5" x 25.4")<br>(69 x 34.2 x 64.5cm) |
| Material | MDF desktop - premium material with anti-scratch / high-pressure Laminate P2 |
| Scratch Coating | Yes |
| Table Feet Material | Iron |

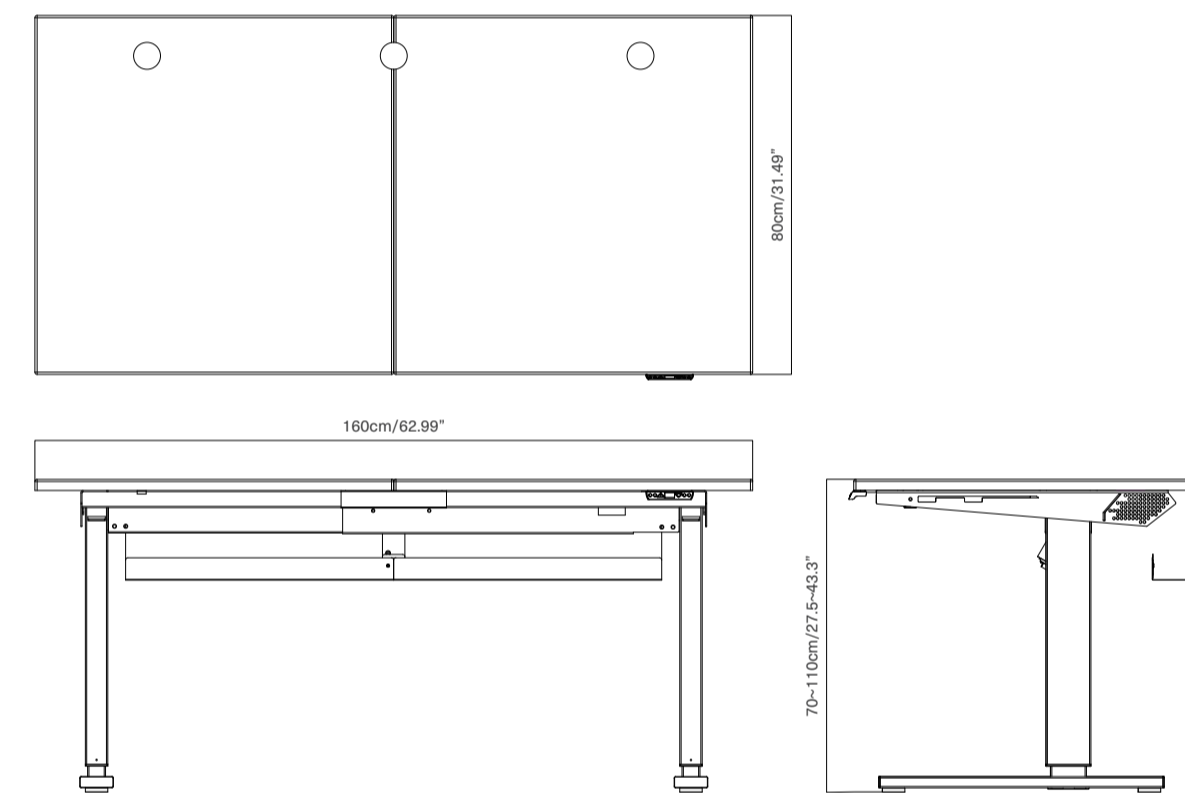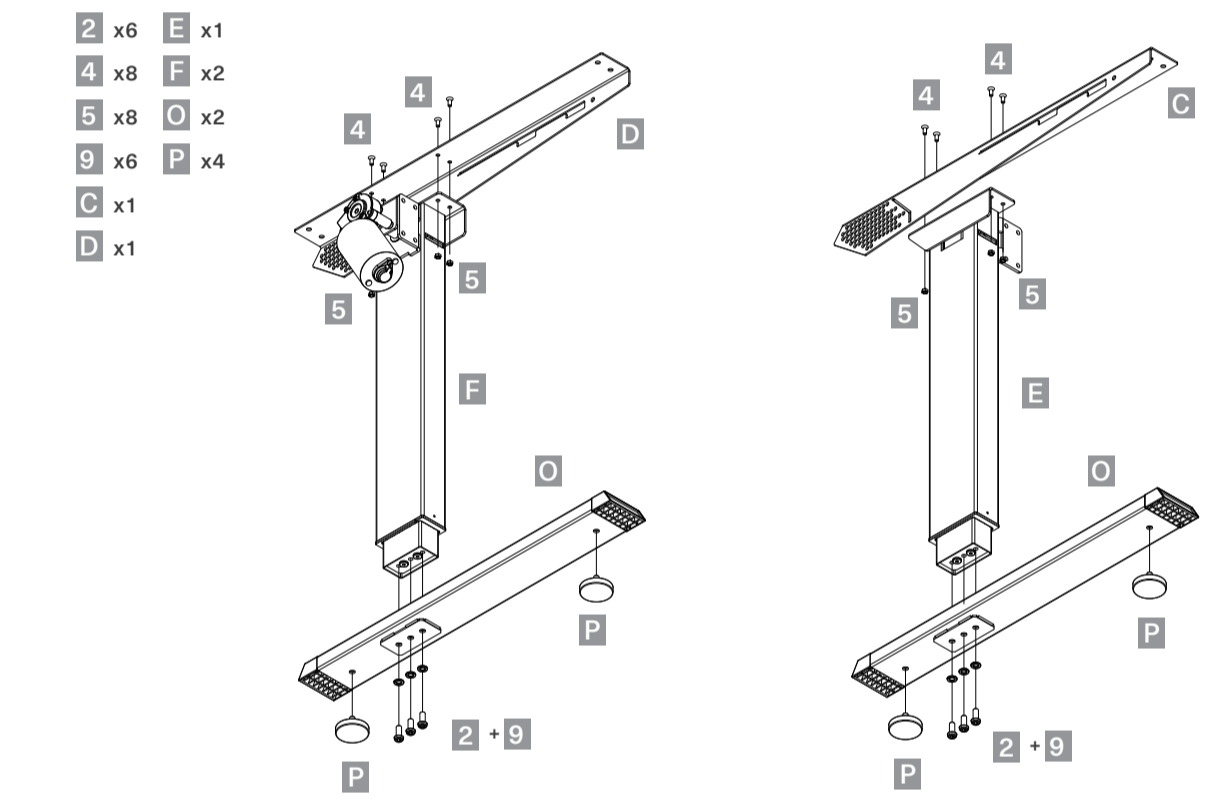| Others | |
|---|---|
| Top Finish | Black |
| Frame Color | Black |
| Included extra large black mousepad | M900 RGB XXL mouse pad<br>160cm(L)x 80cm(W)x 0.4cm(H)<br>62.99"(L)x 31.49"(W)x 0.4cm"(H) |
| Shipping dimensions | 88(L)x 88(W)x 28.5(H)CM<br>34.7"(L)x 34.7"(W)x 11.2"(H)<br>Net Weight:58kg/127.9lb<br>Gross Weight:67.7kg/149.3lb |
| Warranty | 2 year warranty(desktop, motor, frame, control box) |

## PARTS LIST



- A  A Desktop-left x1
- A  A Desktop-right x1
- C  Leg bracket-left x1
- D  Leg bracket-right x1
- E  Leg-left x1
- F  Leg-right x1
- G  Front bracket- Mid x1
- H  Crossbar-left x1
- I  Crossbar-right x1
- J  Transmission shaft x1
- K  Front bracket x2
- L  Hexagonal drive shaft x1
- M  Cable slot-right x1
- N  Cable slot-left x1
- O  Foot x2
- P  Plastic rubber foot x4
- Q  Wire hole cover x3
- R  Control panel x1
- S  Motor controller x1
- T  RGB mousepad x1

## SCREW & TOOLS

- 1  M6 x15 x30
- 2  M8 x20 x6
- 3  M8 x15 x16
- 4  M5 x15 x8
- 5  M5 x8
- 6  M5x8 x3
- 7  Sleeve x1
- 8  M5x16 x2
- 9  Washer x6
- 10  M6x48 x2
- 11  M4x25 x2
- 12  M3 x1
- 13  M4 x1
- 14  M5 x1
- 15  H8 x1

It is recommended to use hand tools & electric hand tools / no inclusion

## DESK DIMENSIONS



80cm/31.49"

160cm/62.99"

70~110cm/27.5~43.3"

## 1  Assembling Leg, Leg Bracket, Plastic rubber foot

- 2 x6
- 4 x8
- 5 x8
- 9 x9
- C x1
- D x1
- E x1
- F x2
- O x2
- P x4



Assemble the leg, leg bracket and Plastic rubber foot.

## 2  Assembling Desktop, Front Bracke-Mid, Front Bracket, Plastic Rubber Foot

- 1 x12
- 10 x2
- 11 x2
- A x1
- B x1
- G x1
- K x2
- I x1
- R x1
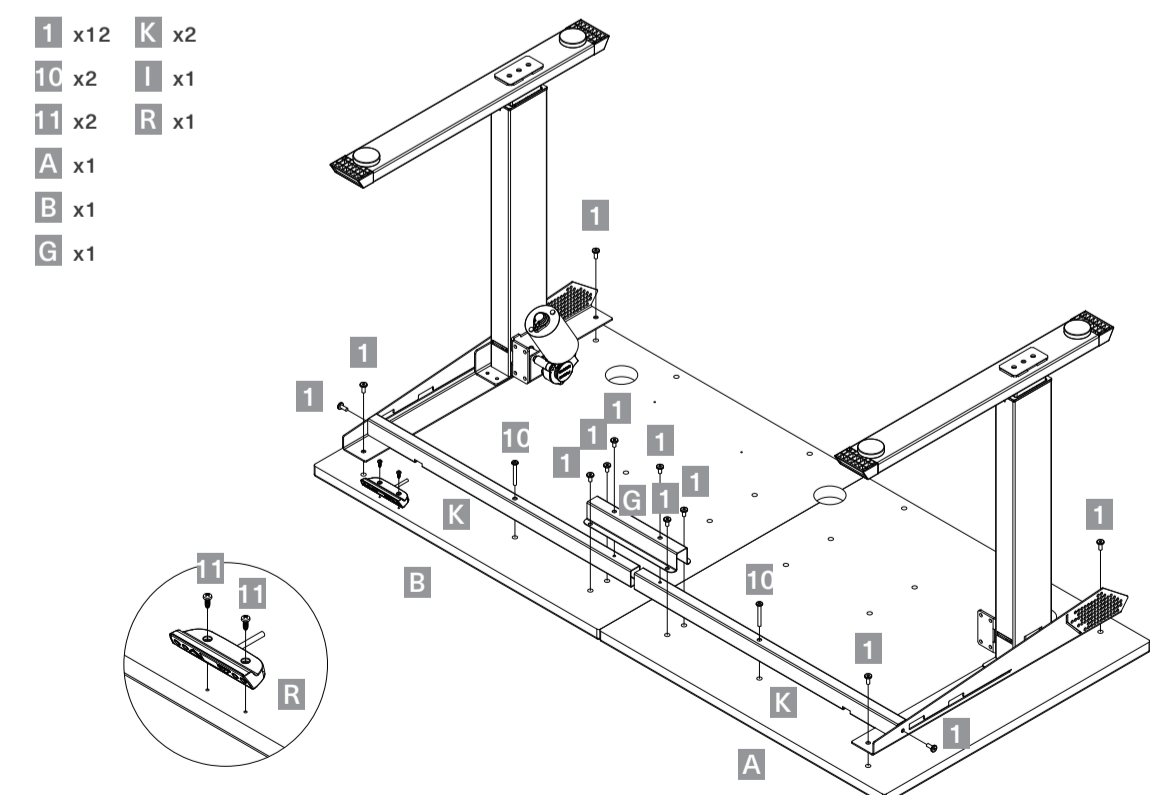


Assemble Desktop, Front Bracke-Mid, Front Bracket, Plastic Rubber Foot.

> **Note:** Do not fully tighten screws until completely assembled.

## 3  Assembling Transmission Shaft

- 7 x1
- J x1
- L x1
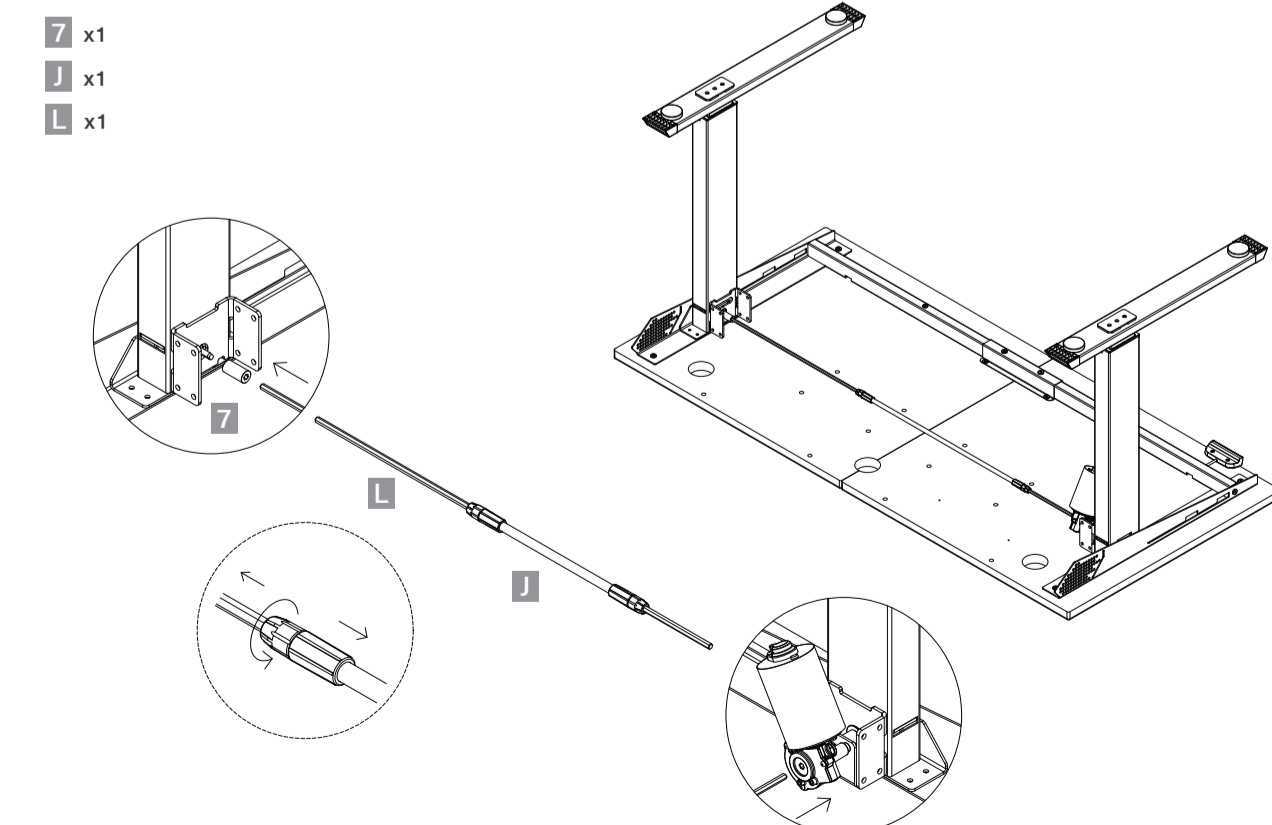


**Step 1:** Put the drive shaft sleeve into the correct position, please note that it must be fully inserted, and then put the hex drive shaft into the drive shaft sleeve.
**Step 2:** Pick up the motor plastic plug and plug the drive shaft into the motor. Please pay attention and fully insert the plastic part and loosen the other plastic part on the other side.
**Step 3:** Adjust the drive shaft to the appropriate length and lock.
**Note:** After completing this step, you can go to step 7 and install the controller to test the lifting function.
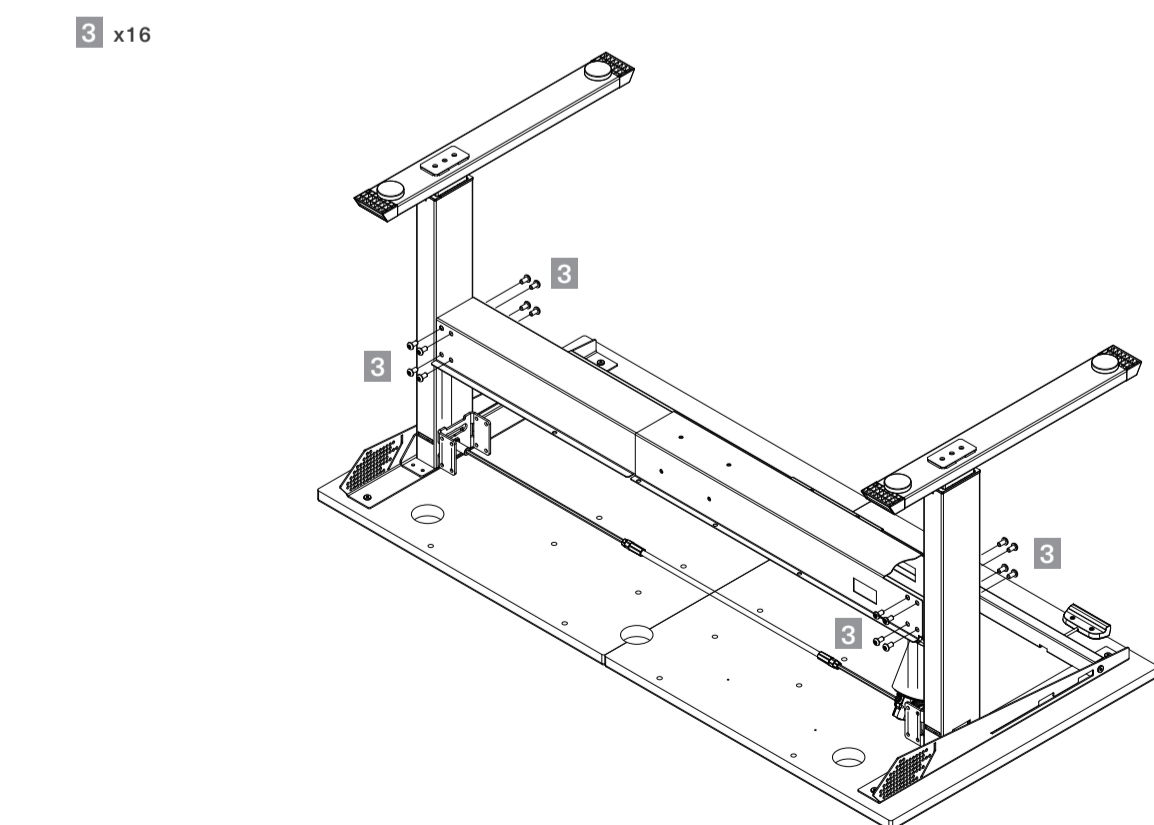
## 4  Assembling Crossbar

- 1 x6
- H x1
- I x1
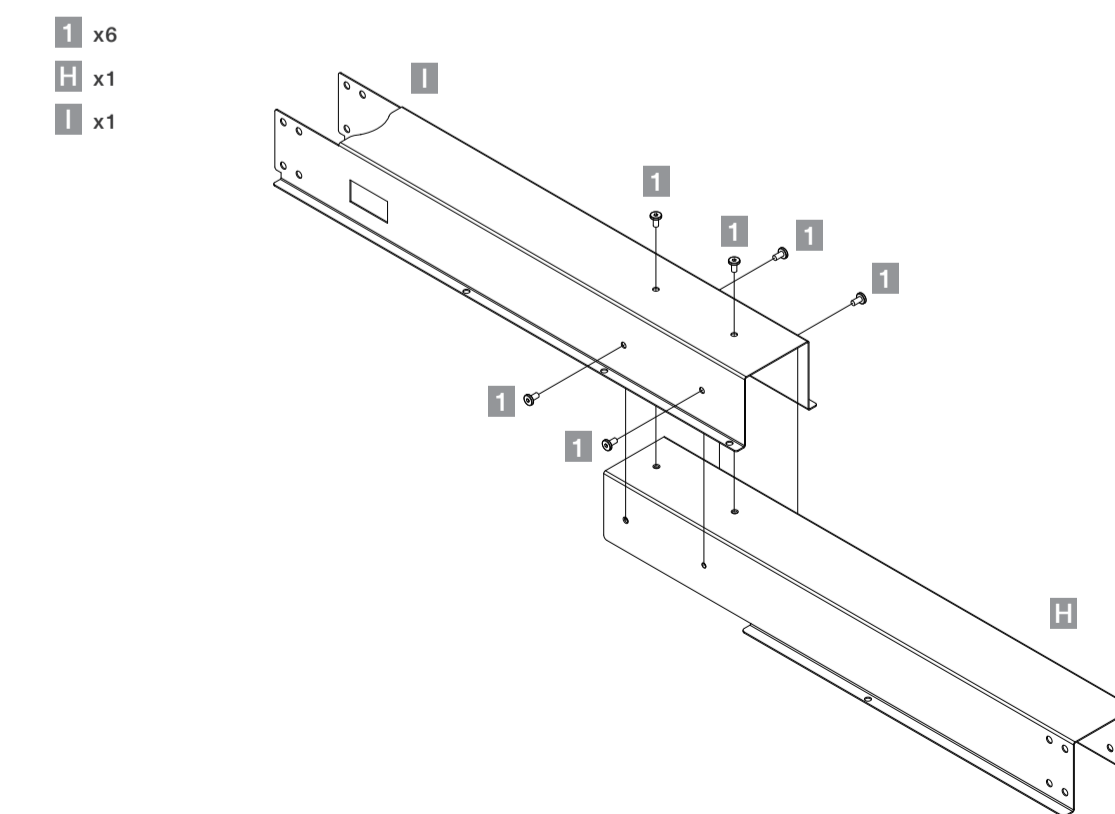


Assemble the crossbar.

> **Note:** Do not fully tighten screws until completely assembled.

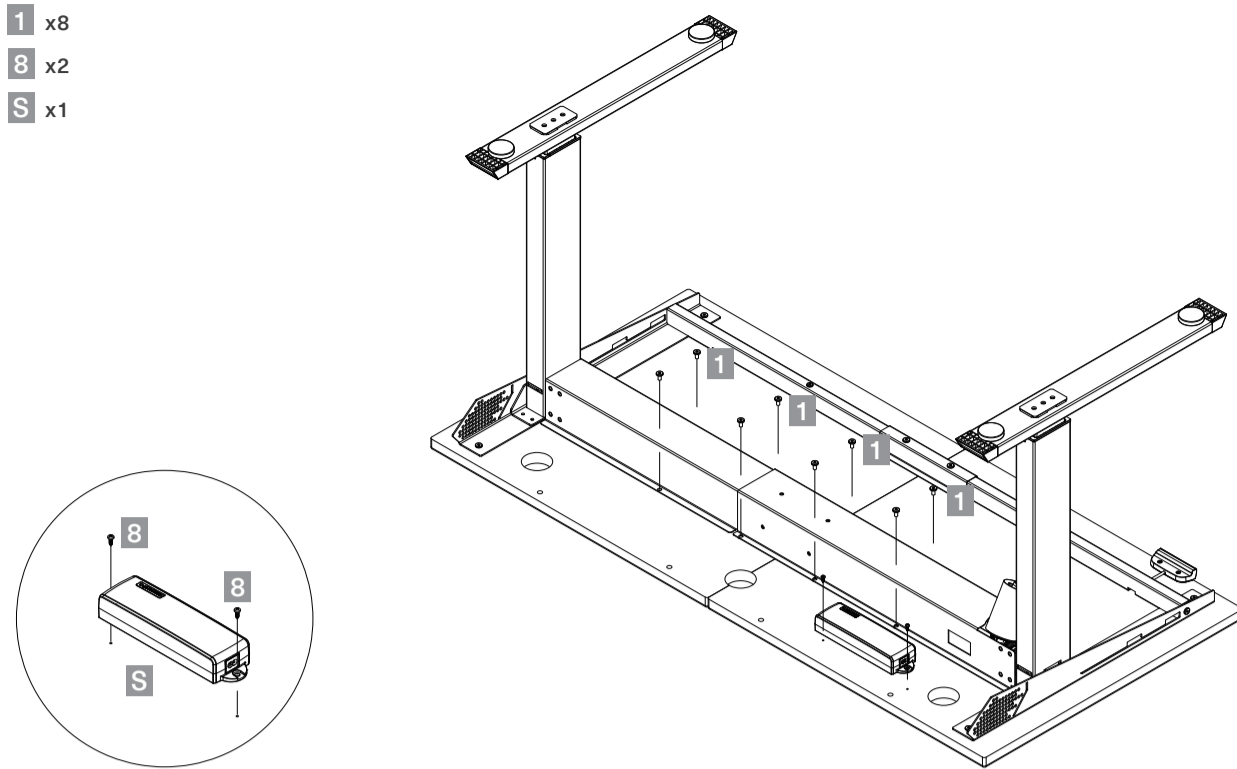## 5  Assembling Crossbar & Desktop

- 3 x16



Assembling Front Bracket & Desktop.

> **Note:** Do not fully tighten screws until completely assembled.

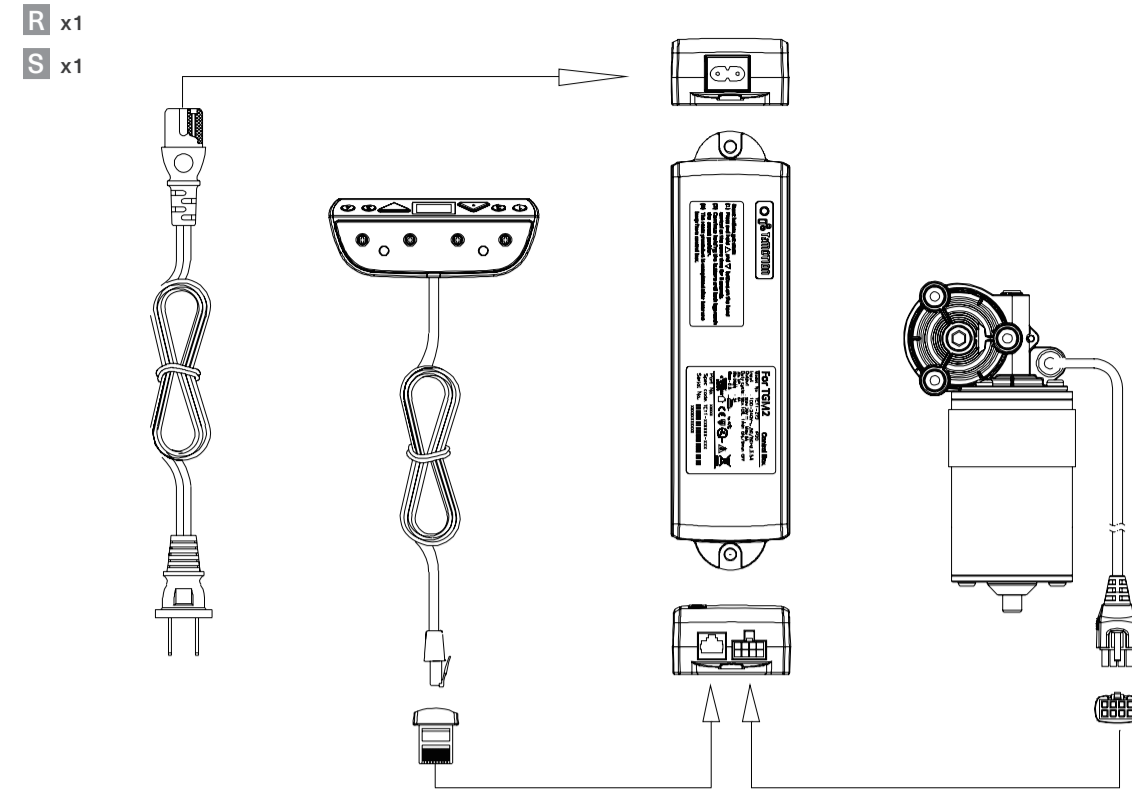## 6 Assembling Motor Controller & Crossbar

1 x8
8 x2
S x1

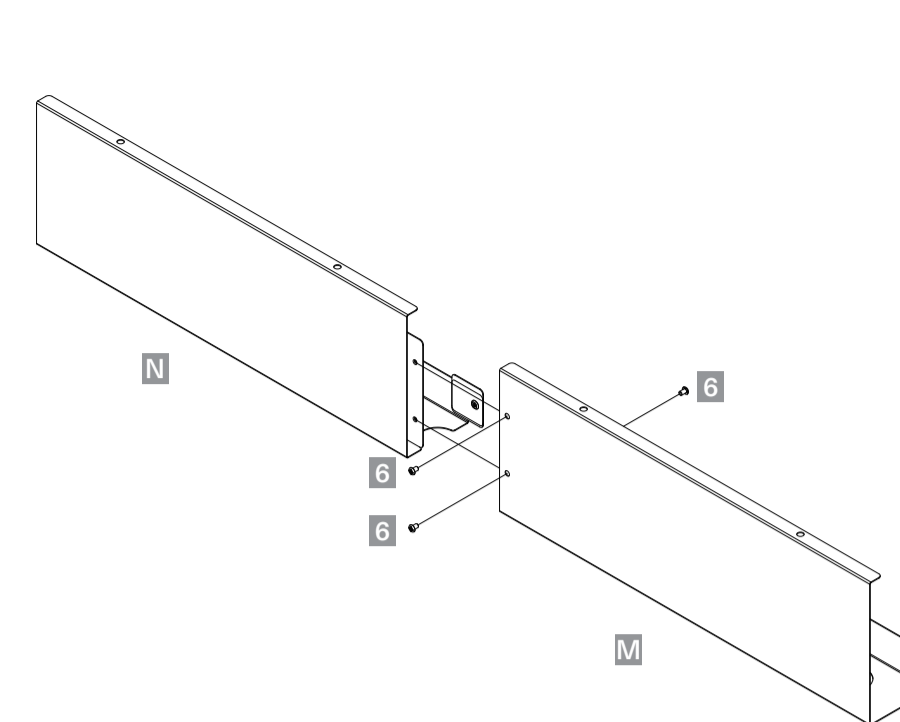Assemble the Motor controller & Crossbar.

## 7 Assembling Motor Set

R x1
S x1

Assemble the motor controller and panel controller.
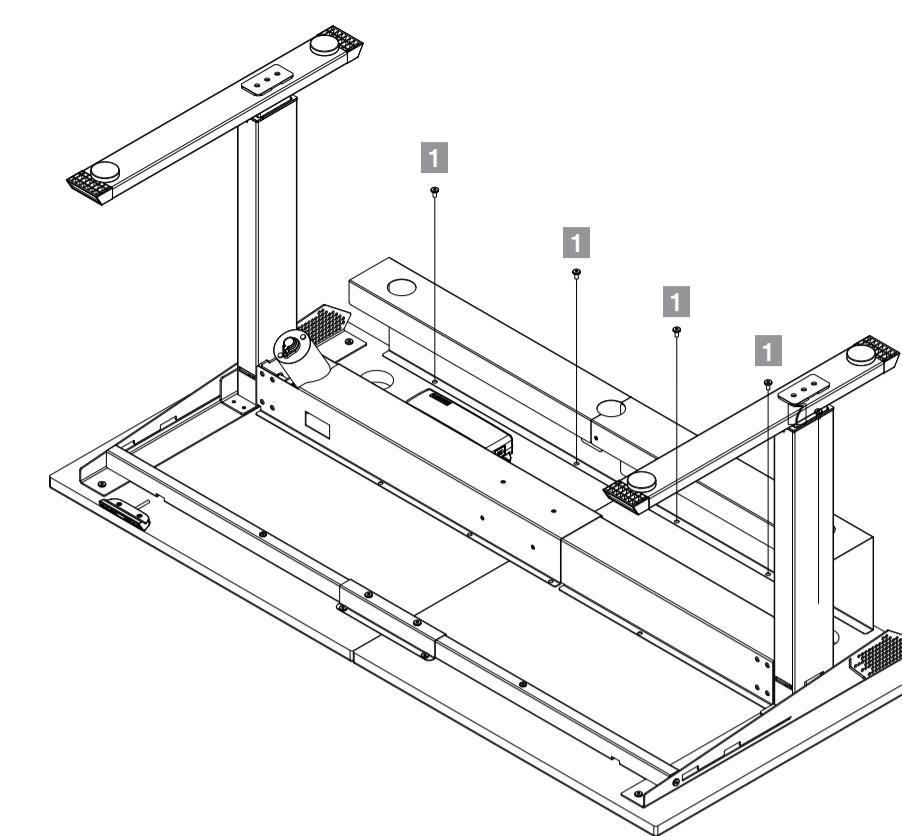
## 8 Assembling Cable Slot

6 x3
N x1
M x1

Assemble the cable slot.
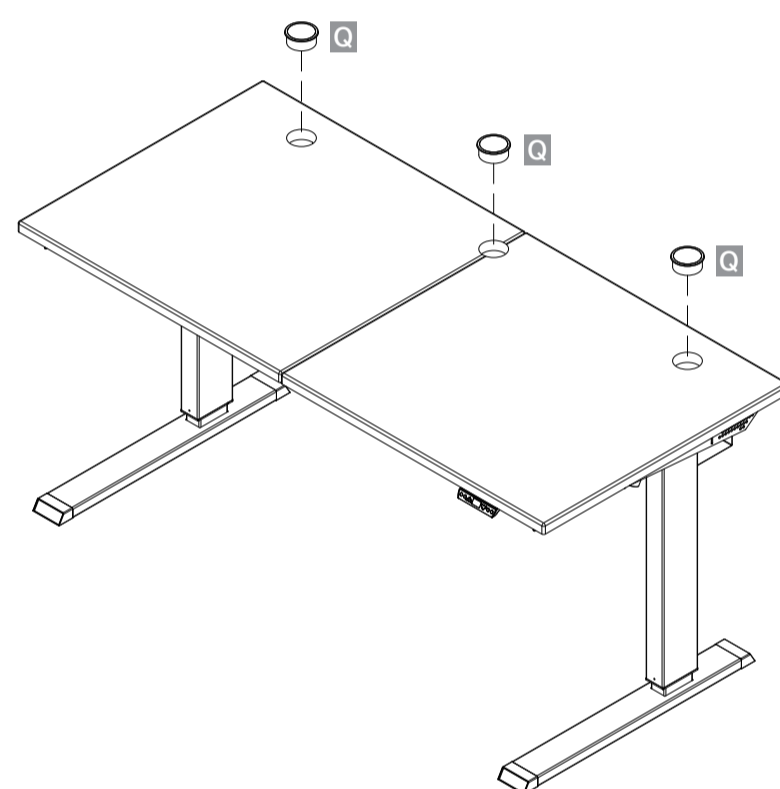
## 9 Fixing Cable Slot to Desktop

1 x4

Connect the cable slot onto the desktop.

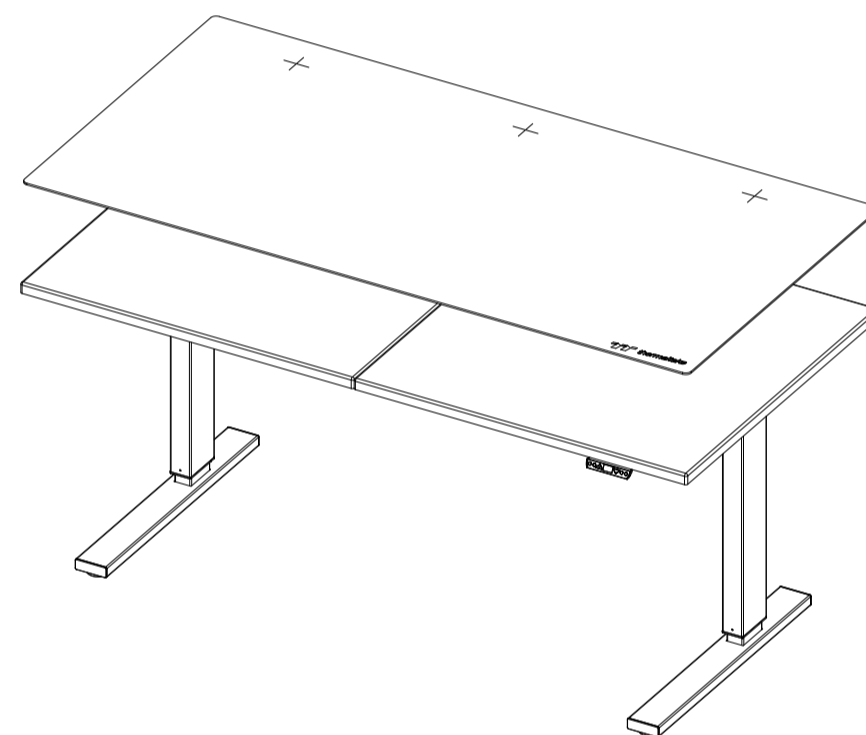## 10 Fixing the Wire Hole Cover
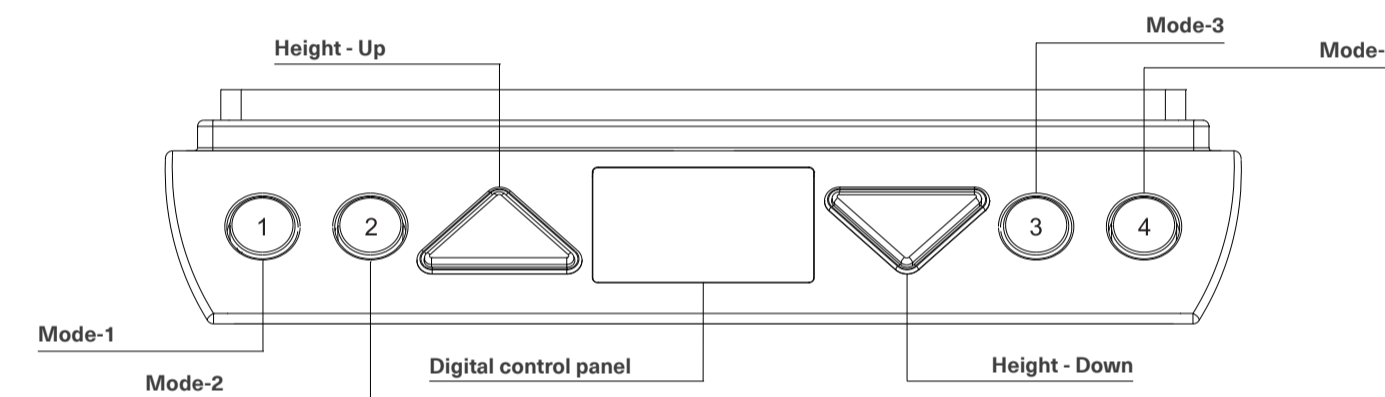
Q x3

Fix the wire hole cover.

## 11 RGB Mouse Pad

T x1

Place down included RGB mouse pad.

NOTE:Please refer to the RGB mouse pad manual for detailed instructions.

## 12 Panel Controller Instructions

Height - Up
Mode-3
Mode-4
Mode-1
Mode-2
Digital control panel
Height - Down

**IMPORTANT : You must reset the desk prior to use. Make sure no obstacles are in the desk's path and the desk is clear of walls. Verify all cables are the appropriate length to accommodate the max height.**

### Control panel
1. Press and hold ▲ to raise height level.
2. Press and hold ▼ to lower height level.
3. Adjust to your preferred height with the ability to save 4 presets.
4. Display will turn off after 10 seconds of Press any button to activate display.

### Reset
1. Press both ▲ and ▼ buttons at the same time for 3 seconds to reset desk to default position.
   The control box will 'beep' to confirm successful reset. Pressed buttons can now be released.
2. When conducting reset, display will show "E00" during last 100mm. When finished resetting, display will indicate default starting height.
3. If ▲ and ▼ buttons are released before reset is completed, the desk will not function.
   The display will indicate "E00" if any button is pressed. User must complete reset procedure to revert to normal operation.
4. Reset is necessary for first operation of the desk.

### Starting Height Display change
1. Default starting height is 70cm.
2. To adjust the starting height, press ▼ button to go to the lowest position of the desk.
   At the lowest position, press ▼ button again for at least 5 seconds, display starts flashing for 10 seconds.
3. During the 10 seconds, press ▲ or ▼ buttons to adjust the starting height number. After 10 seconds,
   the display stops flashing and the preferred starting height is shown and has been stored.

### Storing Memory Profiles
1. Supports 4 memory positions.
2. Operate the desk to preferred height.
3. Press any of ①②③④ together with ▲ or ▼ for 2 seconds to store the current height. Display shows P1/P2/P3/P4 when the position has been stored.
4. When there is already a position stored, hold the button ①②③④ until the desk reaches the stored height.
5. Stored position can only be overwritten but not to be cleared.

## Setting Upper Limit
1. Operate the system and stop at the preferred upper limit height.
2. Press ▲ + ▼ together, and release ▼within 3 seconds (before it goes to reset mode)
3. Keep holding ▲ and press ▼ button 3 times continuously.
4. One 'beep' sound will indicated successful completion of setting.

## Setting Lower Limit
1. Operate the system and stop at the preferred lower limit height.
2. Press ▲ + ▼ together, and release ▲ within 3 seconds (before it goes to reset mode)
3. Keep holding ▼ and press ▲ button 3 times continuously.
4. One 'beep' sound will indicated successful completion of setting.

## Clearing Upper Limit
1. Go to set upper limit.
2. Press ▲ + ▼ together, and release ▼within 3 seconds (before it goes to reset mode)
3. Keep holding ▲ and press ▼ button 3 times continuously.
4. One 'beep' sound will indicated successful completion of setting.

## Clean Lower Limit
1. Go to the set lower limit.
2. Press ▲ + ▼ together, and release ▲within 3 seconds (before it goes to reset mode)
3. Keep holding ▼ and press ▲ button continuously for 3 times.
4. One 'beep' sound will indicated successful completion of setting.

## RESET (Reset Limitation)
1. Using the reset function will reduce desktop height to lowest default height setting of 70cm.
2. Using the reset function will result in the desk exceeding the preset lower height limit, if one has been set.
3. After resetting, desk will only be able to move up until preset lower height limit has been passed.
4. After reset, when height exceeds the new lower limit, a 'beep' will sound as confirmation.

## 13 TROUBLESHOOTING

1. If your desk is not functioning properly it may need to be reset. Unplug the power cord for 20 seconds.
   Plug the power cord back in and follow the RESET procedure outlined in Step 12.
2. Reset may be needed from time to time in events like non-movement, uneven movement,
   sudden power outage, over-load, overheat and etc.

## 14 ERROR CODE FOR DESK WITH MEMORY CONTROLLER

| Error Code | Protection | Situation | Buzzer Alert | Solution |
|---|---|---|---|---|
| E00 | Incomplete reset | Reset incomplete. EX. release of any button while retracting | None | Keep pressing UP&DOWN buttons at the same time til hear 1 Beep from control box(TC). |
| E01 | Overuse protection (10% duty cycle) | The protection will be activated after operating continuous use more than 5mins. | E01 flashes for 5 secs. Long 3 beeps. | Stop playing the desk for 3 mins at least, it needs calm down for a while after working too hard. |
| E11 | Motor overcurrent Overload protection | 1. Collision detection during operation. 2. T-touch does not fixed well. | E11 flashes for 5 secs. 5 beeps. | Check the load on the desk if it's overloaded. If not, please contact supplier for mechanism inspection. |
| E21 | Motor no Hall sensor signal | Desk is not allowed to operate. | E21 flashes for 5 secs. Long 1 beep. | Check the cable status if any damage, reset before operating. Contact supplier for motor or motor cable replacement. |
| E31 | Motor No current | Desk is not allowed to operate. | E31 flashes for 5 secs. 4 beeps. | Check all the plugs if connecting well. Re-plug all the plugs are recommended. |

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